



SUSTAINABILITY REPORT



BEYOND THE FINANCIALS

MATERIALITY PROCESS

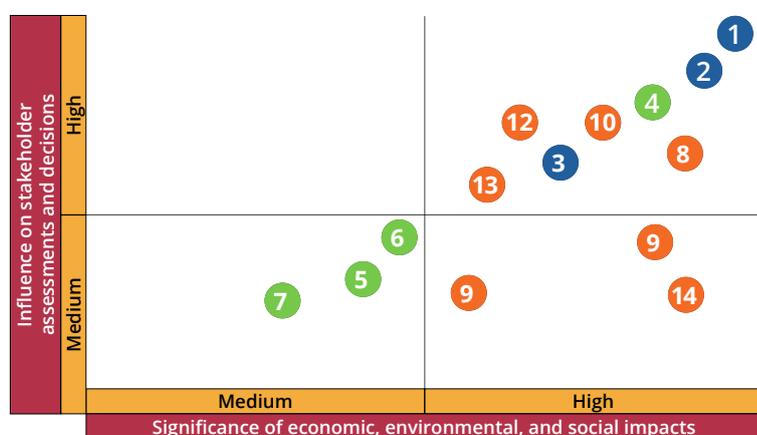
Over the past year at PT&T, we embarked on our first Sustainability Report with a consultative materiality assessment process guided by the Global Reporting Initiative (GRI) standards and aligned with the United Nations Sustainable Development Goals (SDG). This process, fully supported by the Board of Directors and Senior Management, determined key areas relevant to our mission, vision, and core values which impact a wide range of our stakeholders, including investors, workforce, customers, suppliers, business partners, communities, regulators, surrounding environment and the overall economy.

Together with both internal and external stakeholders, we have identified a total of 14 areas of focus and assessed their levels of relevance based on substantive influence on the business and stakeholders vis-à-vis economic, environmental, and social impacts over time.

After a detailed review, the following were then approved as our priority material sustainability themes:

FINANCIAL PERFORMANCE	LEADERSHIP AND GOVERNANCE ¹	BUSINESS CONTINUITY	PEOPLE AND CULTURE ²
strengthening financial viability, including risk management towards effective business strategies and efficient decision-making	promoting sound corporate governance and business integrity, upholding transparency and compliance	preparedness to deal and protect assets in the event of business and operational disruptions	a holistic approach to professional development and welfare of its workforce

Materiality Matrix for Sustainability Issues



ECONOMIC

- 1 Economic Impact and Financial Performance
- 2 Leadership and Governance
- 3 Procurement Practices

ENVIRONMENTAL

- 4 Business Continuity and Crisis Management
- 5 Materials and Efficiency
- 6 GHG Emissions
- 7 Waste and Effluents Management

SOCIAL

- 8 Employee Training and Development
- 9 Occupational Health and Safety
- 10 Supply Chain Management
- 11 Community Relations
- 12 Customer Service and Retention
- 13 Marketing and Labeling
- 14 Customer Privacy and Data Security

¹ Commitments to ethical business operations can be found in the Code of Business Conduct and Ethics available at the PT&T web page www.ptt.com.ph/code-of-business-conduct-and-ethics/.

² Commitment to employees, contractors, local community, and environment can be found in company policies available at the PT&T web page www.ptt.com.ph/policies/.

SUSTAINABILITY FRAMEWORK

As we outline a way forward that integrates sustainability into the way we work, we have developed a sustainability framework that articulates our commitment to take into account the full set of risks and opportunities faced by the business including environmental, social, and governance (ESG) factors. It shows that central to our mission, vision, core values and overall decision-making is our responsibility to be accountable for managing our exposures to ESG risks.



ECONOMIC

- Economic Impact and Financial Performance
- Leadership and Governance
- Procurement Practices

ENVIRONMENTAL

- Business Continuity and Crisis Management
- Materials and Efficiency
- GHG Emissions
- Waste and Effluents Management

SOCIAL

- Employee Training and Development
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STAKEHOLDER ENGAGEMENT

We acknowledge that key to value creation is building trust in the way we conduct business and that trust is built through quality product and services, strong corporate governance and effective engagement with internal and external stakeholders. We have therefore instituted ways to facilitate and encourage stakeholder engagement and established appropriate venues and platforms for feedback and business discussions. Our management approach is set out in more detail in the Sustainability Performance of this report.

Employees

It is only possible to achieve our strategic objectives with highly engaged and talented employees. That is why our People and Culture (P&C) Team implement policies and programs to promote a culture of health and safety, fairness and openness, team spirit and professional development among employees.

Towards this goal, our talent management strategies are designed and delivered within the framework of our policies to ensure that our obligations to our shareholders and other stakeholders are clearly understood and met. These policies include: 1) Whistle-Blowing Policy; 2) Conflict of Interest Policy; 3) Insider Trading Policy; 4) Related Party Transactions Policy; 5) Policy and Data Relating to Health, Safety, and Welfare of Employees Including Company Sponsored Trainings; and 6) Non-Discrimination and Anti-Harassment Policy.

Yet a healthy culture is not only established by policies and procedures, it is also underpinned by a wider employee engagement experience. Our People Agenda is geared towards creating a performance-based and values driven organization whilst providing an amazing employee experience. To this end, we communicate meaningfully with our employees through a range of formal and informal channels such as new employee onboarding, meetings, development programs, performance reviews, focus group discussions, surveys, our internal PT&T CHAINS Facebook group, and our online

learning platform PT&T Academy. We also promote a “fun culture” through thematic employee events.

Customers

Our scope and reach may be on the national level, but we believe that every interaction with each of our customers is valuable, so we continue to seek opportunities to engage directly with them. Part of that customer-centric philosophy is the formation of our Customer Retention (CRD) team. They serve as the backbone of our approach to frictionless customer experience. They provide convenience and ease of access to our customers through remote issue resolution via our hotline as well as enhanced client servicing that is measured by customer satisfaction surveys.

Suppliers and Service Providers

Our suppliers and contractors are our partners, and central to our transformation and success. We engage with them through meetings, consultations, workshops, and trade associations. At the same time, we require them to observe our Code of Business Conduct and Ethics following their selection and accreditation process as they fulfill their contractual obligations toward PT&T, and ensure compliance with its requirements.

Investors

Although we have yet to relist our shares on the Philippine Stock Exchange, we remain engaged with investors throughout the years, both proactively and upon request, in order to discuss our performance and developments as well as to gather feedback. Our activities are: one-on-one and group meetings, regulatory reporting including annual and quarterly financial reports and continuing disclosures, our annual stockholders’ meeting, site visits, as well as through our corporate website.

General Public

We employ various engagement initiatives to keep the general public updated on company news and events, including our website, news releases, and social media platforms such as Facebook, Twitter, and LinkedIn.

SUSTAINABILITY PERFORMANCE

Prosperity – Our Economic Performance



Our Business and Leadership

As part of the telecommunications and IT services industry, we play a vital role in making a positive contribution towards economic sustainability for all stakeholders. The very nature of our business—of providing broadband high-speed internet and IT services—is inherently good and fundamental to social and economic development. Take for example the benefits of our solutions to both the public and private sectors. In the government ecosystem, we support improved delivery of services, such as healthcare, safety and security to the broader population as well as collaboration between agencies. In the private sector, we provide a platform for businesses big and small to expand their markets and improve their operations, creating new enterprises in the process and ultimately driving the country's economy forward.

But to really make a difference, it is not enough that we provide reliable and efficient service at reasonable cost. Living up to our mission also means becoming a responsible company that would contribute to nation-building. To that end, our leadership is passionate about the economic dimension of our sustainability agenda so we could continue delivering and distributing economic value to our stakeholders. Since the new management took over in August 2017, our Board of Directors and Senior Management have established and reviewed our business strategy, including risk management for effective decision-making. We have adopted new corporate goals and strategies that are anchored to our mission, vision, and core values. We have employed sound and prudent management of operational investments, strict internal controls in managing our resources, effective risk management program, constant check of efficiency in our day-to-day activities as well as strong quality assurance of our products and services.

As a result, our Broadband and IT Services generated ₱405 million in direct economic value in 2019. Of this amount, about ₱204 million was distributed to our employees through wages and benefits, ₱40 million to our capital providers through dividends and interest payments and ₱66 million to our suppliers and service providers through professional fees and contractual payments. We also directly contributed ₱3 million to the government by

paying taxes, which enables it to operate and fund its public services.

Direct Economic Value Generated and Distributed

Disclosure (amounts in '000 Philippine Pesos)

Direct economic value generated

a. Revenue	₱396,044
b. Other income	8,645

Direct economic value distributed:

a. Operating costs	140,701
b. Employee wages and benefits	203,824
c. Payments to suppliers, other operating costs	66,405
d. Dividends given to stockholders and interest payments to loan providers	39,935
e. Taxes given to government	3,352
f. Non-core income	-
g. Income Tax	2,873

Economic value retained (52,403)

Our Governance

We believe that effective corporate governance is a necessary component of what constitutes strategic business management and we have therefore committed ourselves to continuously undertake every effort necessary to create awareness on good governance practices within our organization.

In promoting a higher standard of quality and business integrity, we emphasize our commitment to ethical business operations

through our Code of Business Conduct and Ethics which is openly available and widely disseminated to our stakeholders. It is found on our website and is also extensively discussed in the requisite orientation sessions for new employees. It includes our policies and approaches on:

1. compliance and regulatory issues;
2. relationship and fair dealing;
3. conflict of interest;
4. confidentiality;
5. risk management;
6. shareholder and investor relations; and
7. corporate social responsibility.

These written policies are reinforced with robust processes that are monitored by the Board. For example, our zero-tolerance approach to bribery or corruption is actively communicated through training and information sessions. In 2019, 100% of our employees, business partners, directors and management received anti-corruption training, resulting in zero incidents of corruption within our organization.

Training on Anti-corruption Policies and Procedures

Disclosure	
Percentage of employees to whom the organization's anti-corruption policies and procedures have been communicated to	100%
Percentage of business partners to whom the organization's anti-corruption policies and procedures have been communicated to	100%
Percentage of directors and management that have received anti-corruption training	100%
Percentage of employees that have received anti-corruption training	100%

Incidents of Corruption

Disclosure	
Number of incidents in which directors were removed or disciplined for corruption	None
Number of incidents in which employees were dismissed or disciplined for corruption	None
Number of incidents when contracts with business partners were terminated due to incidents of corruption	None
Number of incidents in which directors were removed or disciplined for corruption	None

Our Approach to Procurement

Procurement practices impact our business operations and quality of service, and offer areas for us to improve our cost-efficiency. With this in mind, we implement procurement policies that uphold our core values of fairness, accountability, integrity, and transparency in our businesses. In particular, we require our suppliers to undergo an accreditation process before they engage in any activity with our company.

Our Accreditation Policy summarizes our approach and standards to supplier engagement. It sets the processes of vendor accreditation and competitive bidding as the general rule, while maintaining equal opportunity and honest treatment of suppliers in all business transactions. The policy establishes practices to ensure that contracts are awarded only to qualified and duly accredited suppliers and vendors with proven track record to deliver requirements and who offer the best value for money. Each offer is assessed based on objective criteria and alignment with our business goals, which take into account market intelligence and insight on how we can make informed decisions in key aspects such as which technologies to procure and vendors to partner with.

In 2019, we had a total of 51 suppliers, 45 of which or 92% are local companies.

Our Risk Management and Business Continuity

Our sustainability journey helped us refine our risk management program, including enterprise risk management and plans for business continuity. In particular, our risk management framework provides guidelines in dealing with:

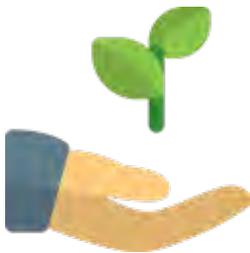
1. operational risks;
2. cybersecurity risks;
3. risks from new technologies;
4. risks from competition;
5. regulatory risks;
6. reputational risks; and
7. climate-related risks.

It has been informed by intelligence on new markets, government policies and climate change impacts and is regularly updated to ensure that these risks are constantly examined and addressed to minimize possible financial impacts.

Part of our risk management strategies is our Business Continuity Plan (BCP) which identifies potential risks and impacts of various types of business and operational disruptions on the

company's operations, and outlines actions needed to be implemented to mitigate those risks. The plan aims to facilitate immediate recovery and continuity of business operations as well as the protection of personnel and assets so they are able to function in the event of any possible operational and climate-related risks. Implementation of this strategy is headed by our Board Risk Oversight Committee (BROC), and assisted by the Head of the Legal Department, Corporate Secretary, Financial Controller, Audit and Risk Officer, Vice-President for Network Engineering and Operations Management.

Other actions contained in our BCP that we have started implementing are: formation of a Crisis Management Plan in light of climate-related risks, provision of incidental expenses associated with such risks, conduct of regular emergency drills and continuation of providing medical insurance to its employees. For incident management, we have equipped contingency vehicles and business continuity responders.



Planet – Our Environmental Performance

We only have one planet, so we take it upon ourselves to reduce our negative impacts to the environment. We do this by being mindful of our consumption, enjoining our employees to do the same and investing in new technologies that are environmentally-friendly. Examples of our programs and future improvements include:

Environmental Compliance

In 2019, as in previous years, we have not incurred penalties or sanctions for non-compliance with environmental law and regulations. This is a testament to our commitment and actions to ensure compliance with all requirements. While the Environmental Management Bureau (EMB) of the DENR issued us a Certificate of Non-Coverage (CNC) to cover all our operational activities, we still consistently analyze how we can maintain public trust, particularly towards our connection activities. For example, we hold regular meetings on Health, Safety, and Security before and after operational activities to ensure that our fieldwork does not disturb local ecosystems, including cutting of trees, and improper disposal of large volumes of fiber-optic cables.

Non-compliance with Environmental Laws and Regulations

Disclosure	Quantity	Units
Total amount of monetary fines for non-compliance with environmental laws and/or regulations	None	₱
No. of non-monetary sanctions for non-compliance with environmental laws and/or regulations	None	#
No. of cases resolved through dispute resolution mechanism	None	#

Consumption

As we begin to be more mindful of our carbon footprint, we have started recording and monitoring our energy and water consumption for the year, as well as the volume of materials we have utilized in our operational activities.

These baseline figures make us aware of how our business contribute to the overall depletion of the planet's resources and would thus be our basis for our reduction targets to ensure sustainability of our operations. In 2019, we have recorded our electricity consumption at 477,840 kWh in our head office, diesel consumption at 25,931 liters for our fleet, and water use at 9,662 cubic meters.

In managing our energy consumption, the logistics and administration team implements a regular time-based schedule of switching of lights, aircon, workstations, and other electrical equipment to conserve energy. Carpooling is also encouraged on business trips to save on fuel. We have also started implementing a once-a-week work-from-anywhere (WFA) arrangement for all qualified employees. This has allowed us to significantly lower our carbon footprint and operational costs.

For water consumption, while we have not presented comparative data for 2018, we regard our current performance as an already reduced consumption owing to the measures we have implemented during the year in response to the water supply crisis across Metro Manila. Among these measures are

employee awareness initiatives through email announcements and restroom signages as well as lowered water pressure in all restrooms to control water flow and avoid spillage. Our monthly inspections also aimed to avoid water wastage from faucet and toilet leaks.

Energy consumption within the organization

Disclosure	Quantity	Units
Energy consumption (renewable sources)	None	GJ
Energy consumption (gasoline)	None	GJ
Energy consumption (LPG)	None	GJ
Energy consumption (diesel)	25,931.03*	Liters
Energy consumption (electricity)	477,840.00**	KWh

*Annual fuel consumption of PT&T's fleet

**Annual electricity consumption at PT&T's head office

Reduction of energy consumption

Disclosure	Quantity	Units
Energy reduction (gasoline)	Minimal	GJ
Energy reduction (LPG)	None	GJ
Energy reduction (diesel)	Minimal	GJ
Energy reduction (electricity)	Minimal	KWh

Water consumption within the organization

Disclosure	Quantity	Units
Water withdrawal	None	m3
Water consumption	9,662*	m3
Water recycled and reused	None	m3

*Annual water consumption at PT&T's head office

Materials Used

Materials used by the organization

Disclosure	Quantity
Materials used by weight or volume	
<ul style="list-style-type: none"> renewable (batteries) non-renewable (fiber-optic cables) 	50 kg/month 50 kg/month
Percentage of recycled input materials used to manufacture the organization's primary products and services	10%

We use fiber-optic cables that are made from extremely abundant silica (quartz sand) which is considered a rapidly renewable material. We however acknowledge that improper maintenance of fiber-optic cables is a risk and may result in injuries or accidents of employees. We address this risk by providing proper training to employees on care and maintenance procedures of fiber-optic cables. Unused damaged fiber-optic cables are also properly collected and disposed of.

Environmental Impact Management

Air Emissions (GHG)

Disclosure	Quantity	Units
Direct (Scope 1) GHG Emissions	Data Not yet Available*	Tonnes CO2e
Energy indirect (Scope 2) GHG Emissions	Data Not yet Available*	Tonnes CO2e
Emissions of ozone-depleting substances (ODS)	Data Not yet Available*	Tonnes

*Although these are not yet included in PT&T's environmental performance index, we assure that moving forward, data for GHG will be tracked for Sustainability reporting purposes.

Usage of air conditioning (AC) systems release chlorofluorocarbons (CFCs) and hydrochlorofluorocarbons (HCFCs) which both contribute to global warming and ozone depletion. As of 2019, we had 52 units of AC units (mix of window type, floor, and wall mounted) in our head office building that are regularly in operation during work hours (8:00 AM-5:00 PM). To lessen our impact, our logistics and administration team controls the usage of these AC systems and implements routine check and maintenance to ensure efficiency.

While exact figures of our GHG emissions are not available at the time of reporting, we are committed to lessen our carbon footprint through shifting to AC systems with HCFCs refrigerants for our future purchases instead of CFCs since the former poses lower impacts to the ozone.

Solid and Hazardous Waste

We recognize that improper solid waste disposal can cause health risks to our employees, customers, and communities. That is why we strictly comply with the local government's proper solid waste disposal regulations and implement segregation of biodegradable food wastes from non-biodegradables and recyclables. Collected recyclables are also reused or collected and then sold as scrap materials.

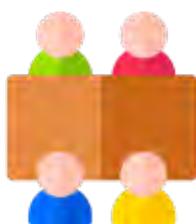
Solid Waste

Disclosure	Quantity
Total solid waste generated (Food Waste, Cardboards, Papers, Plastic Bottles)	120 kg/month
Reusable (Cardboards, Papers, Plastic Bottles)	2 kg/month
Recyclable (Cardboards, Papers, Plastic Bottles)	2 kg/month
Composted	None
Incinerated	None
Residuals/Landfilled	None

Most of the materials we use are supplies in the office and facilities related to our day-to-day operations and marketing/advertising collaterals. In 2019, we have recorded a total of 120kg solid waste per month, of which 4 kgs are reusable and recyclable including papers, carton boxes, plastic bags, and plastic bottles in the head office which are recycled, sold, or properly collected and disposed of. Other solid waste generated are old tires from the company's fleet which we sold to third party contractors through proper bidding.

Going forward, we plan to implement Project Zero (going electronic; paperless environment) in 2020 and we see huge potential from this strategy to decrease our environmental impact and CO2 footprint.

People – Our Social Performance



Our efforts to positively contribute to the social sector of the country is anchored on our mission to enable Filipinos to enrich their lives and connect communities through digital service. Years

2017 to 2019 have been notably productive years for us in terms of increasing our social impact as we have transitioned during this period to the new PT&T under new ownership, stronger management team and expanded nationwide coverage which covers 40% of the country's population in high growth developing areas.

Employee Management

Our people are our most important resource in bringing PT&T forward and creating lasting value. With this in view, we seek to enhance their development, guarantee full respect for human rights, and uphold the dignity of our human resources. From recruitment to growth, retention and engagement, policies and practices have been put in place to ensure that we maintain fair employment practices that are free from discrimination, harassment and all forms of sexual intimidation and exploitation, and give equal access and opportunities to all employees.

As mindful practitioners of equal opportunity hiring process, prospective employees are selected based on their educational qualifications, professional skills and relevant work experience. Our recruitment framework adheres to the Labor Code, Code of Conduct and RA 10911 or known as the Anti-Age Discrimination in Employment Act.

We employed 234 individuals during 2019, of which 40% are females and 60% are males. While the gender-balance ratio reflects the lower labor participation rate of women in the country's workforce, we continue to encourage female talent and support mentoring opportunities from our senior employees to add richness to our diverse and inclusive culture.

Employee data

Disclosure	Quantity	Units
Total number of employees	234	#
a. Number of female employees	94	#
b. Number of male employees	140	#
Attrition rate	7.26	rate
Ratio of lowest paid employee against minimum wage	N/A	ratio

Diversity and Equal Opportunity

Disclosure	Quantity	Units
% of female workers in the workforce	40%	%
% of male workers in the workforce	60%	%
Number of employees from indigenous communities and/or vulnerable sector*	N/A	#

*Vulnerable sector includes, elderly, persons with disabilities, vulnerable women, refugees, migrants, internally displaced persons, people living with HIV and other diseases, solo parents, and the poor or the base of the pyramid (BOP; Class D and E).

Our remuneration practices are linked to the company's values and to the successful delivery of our long-term goals for the benefit of our shareholders and our wider stakeholders. Our compensation and benefits include a fair base salary, government-mandated benefits, and a provision for foreseeable needs of our employees, including but not limited to medical coverage for their families, calamity fund and life and accident insurance.

All our regular employees are entitled to:

- Base Salary;
- Medical Coverage for Employees and their spouses/children;
- Employees' Annual Medical Check-Ups;
- Life and Accident Insurance;
- Annual Vacation Leave – 15 days;
- Annual Sick Leave – 15 days;
- Maternity Benefit;
- Salary Loans;
- Calamity Fund; and
- Flexible Working Arrangement

Utilization of these benefits for the year 2019 has been summarized in the table below.

Employee benefits

List of Benefits	Y/N	% of female employees who availed for the year	% of male employees who availed for the year
SSS	Y	5.3%	0.7%
PhilHealth	Y	11.7%	8.6%
Pag-ibig (HDMF)	Y	2.1%	5.7%
Parental leaves	Y	6.4%	2.9%
Vacation leaves	Y	83.0%	71.4%
Sick leaves	Y	56.4%	44.3%
Medical benefits (aside from PhilHealth)	Y	30.0%	20.0%
Telecommuting	Y	5.3%	5.0%
Flexible-working Hours	Y	N/A	N/A

During the year, we also launched a once a week work-from-anywhere (WFA) arrangement for all qualified employees to decrease operational costs and increase employees' productivity by minimizing travel time. A total of 464 hours were logged on WFA in 2019, which resulted in 649 less commute hours and a reduction in carbon emission by about 10.49 MgCO₂. We plan to continue with this arrangement on account of sustained productivity and positive feedback we have gathered from our employees. As a testament to our efforts into taking care of our employees, we have recorded a low attrition rate in 2019, which is at 7.26%.

Employee Training and Development

Disclosure	Quantity	Units
Total training hours provided to employees		
a. Female employees	113	1,469 hours
b. Male employees	171	1,946 hours
Average training hours provided to employees		
a. Female employees	113	13.15 hours/employee
b. Male employees	171	11.38 hours/employee

Across the company, our culture and practices determine our approach to recruitment and people management, ensuring that we have access to the appropriate skill sets required across the business and that our people are

fully engaged. In the area of development, we have adopted a holistic approach for professional development so both our staff and management can envision and plan their personal growth and career development knowing that they are supported by the organization. To give a sense on how we integrate learning opportunities, the table above shows our training and development data.

At a more detailed level, a total of 284 employees have undergone training on business, leadership, technical, and behavioral courses throughout the year. The average training hours received by our female and male employees are within the same range of 11 to 13 hours per employee, emphasizing our commitment to providing gender equality in our workforce.

Labor-Management Relations

Disclosure	Quantity	Units
% of employees covered with Collective Bargaining Agreements	None	%
Number of consultations conducted with employees concerning employee-related policies	None	#

None of our employees are covered by Collective Bargaining Agreements. We ensure that we maintain a working environment that is conducive to open discussion and collaboration, with the goal of enabling everyone to work together towards better working conditions and enhancing the organization's overall productivity. In 2019, we have no reported issues on labor management relations, and we recorded a 91% rating for employee engagement participation - a testament to our efforts in making our employees feel that they can raise any concerns that may affect their stay with us.

Workplace Conditions, Labor Standards, and Human Rights

We consistently comply with all applicable governmental regulations designed to protect the overall well-being of our employees. We provide health care services directed at prevention of disease, protection from health hazards, and maintenance of health. We implement programs designed to promote a culture of healthy lifestyle and disease prevention and maintain a workplace that is free from drug abuse. In addition, we regularly provide learning sessions to increase the skills of our employees in managing their personal finances, mental health and even their spiritual well-being. Our Policy and Data Relating to Health, Safety, and Welfare of Employees Including Company Sponsored Trainings can be found here: <https://www.ptt.com.ph/policies/#health-safety-welfare>

Occupational Health and Safety

Disclosure	Quantity and Units
Safe Man-Hours	53,760* Man-hours
No. of work-related injuries	None
No. of work-related fatalities	None
No. of work-related ill-health	None
No. of safety drills	1

*Since new management took over in August 2017

Labor Laws and Human Rights

Disclosure	Quantity
No. of legal actions or employee grievances involving forced or child labor	None

We follow both principles of fairness and openness in all our employee-related process. We do not use forced or compulsory labor, and do not use child labor or employ people under minimum employment age limit. We strictly comply to government regulations on basic human rights as provided under the Philippine Constitution and the Universal Declaration of Human Rights. We however recognize the need to explicitly denounce forced labor and child labor in our policies and are committed to enact necessary revisions. We are actively coordinating with several groups, agencies, and organizations that focus on human/labor rights to further shape our current policy and impose the rule of law against forced and child labor.

Relationship with Community

While we have not made direct donations to local communities, we believe we have created positive impact to the social sector through the connectivity and IT services that we provide to our subscribers. As of end of 2019, we had over 1,800 customers, with more than 85% retailers.

Our affordable rates and customized services have allowed us to realize our goal of connecting communities and empowering Filipinos to enrich their lives through digital service. Our diverse client base is in itself a testament of how we positively contribute to nation-building through our digital services.

As we embark on a network transformation plan, rollouts may have to be made in areas where indigenous people reside. We plan to consult these communities to promote healthy collaboration, support them economically, and build trust-based relationships. We also see an opportunity to focus on our communication and stakeholder engagement while ensuring minimal to no collision with the surrounding local community where projects/plans are to be rolled-out. Beyond compliance, our commitment to sustainability is realized through continuous interactions with the affected stakeholders, most importantly with local communities.

Customer Management

Customer Satisfaction

Disclosure	Score	Did a third-party conduct the customer satisfaction study (Y/N)?
Customer satisfaction	68%	N

Because the value we create for the wider society is through our broadband internet access services, it means that customer satisfaction is both an economic and societal goal for us. We treat our customers as the direct constituents of the nation we are helping build. Along with our employees, management and suppliers, they are the immediate community we need to protect and serve.

It is therefore imperative that we carry out strict quality control to guarantee product safety, information accuracy, customer privacy and data security. These efforts have resulted

in zero substantiated complaints and will hopefully pave the way towards increased confidence towards our brand.

And on top of all, we have put in place a dedicated Customer Retention (CRD) team whose primary responsibility is to promptly respond and address operational and technical issues encountered by our customers. In 2019, our customer satisfaction score was 68% and the most common challenges reported by our customers involved billing and payment (for non-technical calls), reports on service reliability (for technical calls), and follow-ups on application and repair. We expect to see an increase in this measure in 2020, owing to the time and resources we have devoted to improve our customers' experience such as resolving more technical issues upon first contact in our hotline (remote issue resolution) that reduces the need for a customer to wait for a technician's visit.

Our UN Sustainable Development Goals

Broadband. We provide connectivity through broadband high-speed internet access via fiber and wireless. We define our value creation by promoting a culture of responsible stewardship so we can empower the public and private sector to advance the Philippine economy's progress and growth.

IT Services. We aspire to become a full suite digital services provider. We enable corporate and small and medium businesses to be market relevant through our wide range of offerings under Connectivity, Security and Availability, and Information Technology Solutions segments.

